GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:5094
ANSWERED ON:27.08.2001
PUBLIC UTILITY SERVICE BY MTNL
CHANDRAKANT BHAURAO KHAIRE;HARIBHAU MAHALE;MANIKRAO HODLYA GAVIT

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Mahanagar Telephone Nigam Limited (MTNL) have taken various measures to improve public utility service in Delhi and Mumbai;

(b) if so, the details thereof;

(c) the number of complaints regarding non-functioning of Telephone received by the MTNL, Delhi since May, 2001 till date particularly in Bapa Nagar area in Karol Bagh Exchange, exchange-wise;

(d) whether all the complaints have been rectified within the stipulated period;

(e) if so, the details thereof;

(f) if not, the reasons therefor and the factor responsible for delay in rectifying the complaints with the stipulated time alongwith the action taken against the employees who found responsible therefor;

(g) whether MTNL is charging the rent for non-functioning period from the consumers;
(h) if so, the reasons therefor and the criteria laid down therefor;
(i) whether new telephone connections for which wire and instrument have been provided by said exchange for the last two months have been started functioning;
(j) if not, the reasons therefor; and
(k) the time by which the new connections are made functional?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) & (b): Yes, Sir. Mahanagar Telephone Nigam Limited (MTNL) has initiated the following steps to improve the service:

i) Opening of more number of switching nodes viz. Remote Switching Units (RSUs) and Digital Line Carriers(DLCs).
ii) Deployment of Wireless in local Loop (WLL).
iii) Replacement of paper core under ground cable in a time bound manner.
iv) Rehabilitation of external plant network.
v) Replacement of Telephone Instruments older than five years.
vi) Introduction of call centres.

(c) 2682 complaints were booked in Bapa Nagar area in Karol Bagh since May, 2001. Exchange-wise complaints received in Mahanagar Telephone Nigam Limited (MNTL) Delhi since May, 2001 is indicated in the Annexure.

(d) to (f): Efforts have been made to rectify the faults within the stipulated time. Only some faults were delayed due to multiple damage of underground cables/theft of cables.

(g) & (h): Mahanagar Telephone Nigam Limited (MTNL) is granting rebate in rentals to all those customers whose telephones remain faulty for seven days or more. Mahanagar Telephone Nigam Limited (MTNL) also provides free call facility at its Customer Call Centres to its subscribers whose telephones are faulty.

(i) Yes, Sir.

(j) & (k): Does not arise in view of
(i) above.

ANNEXURE

EXCH.WISE COMPLAINTS RECEIVED IN MTNL-DELHI FOR THE PERIOD 1ST MAY TO 20TH AUG.2001

S.NO.	EXCH.	TOTAL FAULTS	S.NO.	EXCH.	TOTAL FAULTS
1	Janpath	24742	31	Shakti Nagar	180996
2	Kidwai Bhawan	48660	32	Keshav Puram	41616
3	Rajpath	11561	33	Chanakya Puri	48026
4	Sena Bhawan	12902	34	Hauz Khas	120431
5	Jor Bagh	52874	35	Chhatarpur	17941
6	CGO	23228	36	Vasant Kunj	13926
7	Delhi.Gate	60856	37	Mahipalpur	6031
8	Idgah	131150	38	Bhikaji Cama Palace	61491
9	Minto Road	22029	39	Vasant Vihar	17961
10	Tis Hazari	82937	40	Ghittorni	4272
11	Lothian Road	8963	41	Nehru Place	141100
12	Shahdara	199484	42	Okhla	91491
13	Laxmi Nagar	72622	43	Tehkand	15426
14	Mayur-Vihar-1	12289	44	Tuglakabad	54415
15	Mayur-Vihar-2	33676	45	Sarita Vihar	28186
16	Mayur-Vihar-1A	12745	46	Asiad Village	8575
17	Yamuna Vihar	38378	47	Sadiq Nagar	12267
18	Karkardooma	64221	48	Janak Puri	78480
19	East Loni Road	61851	49	Dwarika	49837
20	Mayur-Vihar-3	8889	50	Pankha Road	40126
21	Zafrabad	7189	51	Najaf Garh	28423
22	Rohini 1	38823	52	Karol Bagh	76052
23	Saraswati Vihar	25249	53	Delhi Cantt	25293
24	Rohini3	24229	54	Shadipur	35862
25	Rohini2	22643	55	Indira Gandhi Airport	2937
26	Pitam Pura	6865	56	Rajouri Garden	153959
27	Alipur	10217	57	Paschim Vihar	51411
28	Narela	8602	58	Hari Nagar	45127
29	Badli	20947	59	Nangloi	65366
30	Bawana	4405	60	Kanjhwala	4855

GRAND 2675033